

Thuy Tran Ngoc - Senior QA

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Summary

- I have been working as a senior quality control for more than 10 years with 8 years of experience in web and window applications and 4 years of experience in mobile testing (iOS, Android) using the Scrum/Kanban process.
- I am good at developing test strategies and creating test plans and test cases for assigned releases coordinating the testing activities and communicating testing status and relevant information to the management team.
- I also have worked with different databases like MySQL, MS SQL, and Oracle DB to retrieve data for testing.
- Besides manual testing, I do have automation test experience. I also worked on the BDD framework using Cucumber and Appium for mobile application testing.
- I also had a chance to work as a test analyst in the UK when I moved to London in 2015. My main tasks at that time were to analyze business functions, and quickly adapt in a very short period to work alongside the UK team from planning to estimating, creating, and executing test cases. Moreover, I also gave solutions and suggestions to improve the project's quality and performance.
- I also have a lot of experience working directly with cross-regional teams in the UK, Australia, and Ireland. Besides, I got experience training team members' client's standards, requirements, testing process, and team process.
- I am good at communication skills and fluent in English.
- Besides, I am willing to study new technologies, hardworking, dynamic in teamwork and independence.
- Soft skills: time management, problem-solving, training, leadership.

WORK EXPERIENCE

Pizza Hut Digital Ventures – UK *QC Specialist*

VietNam
Apr 22 - Today

- Successfully developed applications for the Indian market with high quality:
We test each function until the application is completed and deployed to the Apple store and CHPlay
- Complete the Reward as campaign event function with good quality for the JP market:
This is a big feature with many types of promotional campaigns, leading to the highest number of transactions ever
- Improve overall project process and quality
Establish a logical development and testing process, Ensuring good quality to customers
- Design automation test scripts for both Android and iOS application, use Appium and Python
From scratch, we built the framework and design testscripts to reduce the time when execute regression test
The currently, Automation has covered 55% total regression test cases
- Design Health check system with API
We use Postman and set up schedules to run these main testcases every 2 hours,
If there is any error, a notification will be sent to Slack

Netcompany *QC Leader*

VietNam
Oct 2020 to Mar 2022

- Lead testing team 3 members and I am responsible testing for Web application.
- Work directly with clients to confirm the requirement, scope of each sprint.

- Join sprint planning, tickets review with clients to define scope/list of tickets for each sprint.
- Work on salesforce to check requests from users and define scope, confirm function workflow for each request as well as on Webex to support clients on urgent requests..
- Transfer knowledge to new members.
- Raised bugs, verified bugs, made sure the application worked correctly with requirements.
- Run automation for each release on Jenkin and check results via Cucumber Studio.
- Fix failed test cases on auto due to loading issue, function changes.
- Keyword: Scrum, Jira, PostgreSQL, Webex, Salesforce, Java, Cucumber, Jenkin, CI...

Buuuk company

Senior Quality Control Engineer

VietNam

February 2017 to March 2019

- Started new projects from scratch so creative ideas are approved and effectively affected to products and I am responsible testing for mobile application.
- Worked alongside with the design team, mobile and backend developers, and PM to have the full view and same understanding of the project such as application behavior, workflow, etc.
- Created test plan, test cases as well as test report for each sprint.
- Tested mobile apps from the earliest time. Look and feels feedbacks for the app were listed out and discussed with the team to make it better.
- Created automation using Appium, java to test apps.
- Worked on multiple mobile applications at the same time and it required good time management and work organization skills.

Harvey Nash Company, Vietnam

Quality Control

Vietnam

May 2013 to Jan 2017

- Followed Scrum process: joining all activities of Scrum such as daily stand up, Sprint planning, Sprint review, Sprint retro and I am responsible testing for web and mobile application.
- Followed sprint burndown chart and project burndown chart to control the tasks and functions.
- Worked with PO/ BA to get requirements then analyzed requirements and estimated time from designing test cases to executing, raising and verifying bugs.
- Produced test plans and detailed test specifications from system requirements. • Carried out manual (functional, UI, API and regression test).
- Wrote and ran SQL Script to test complex financial reports.
- Reported issues.
- Worked directly with QCs and Devs in the Australia Team to discuss requirements, test cases, bugs...
- Raised bugs, verified bugs, made sure the application worked correctly with requirements from customers.
- Keyword: Scrum, Jira, MSSQL, C#, Jenkin, CI...

EDUCATION

University

Major/Degree

Location

Graduation Date: July 2010

- *Bachelor's degree.*

SKILLS & INTERESTS

Skills:

- Technical Skill: Confluence, Jira, MSSQL, C#, Jenkin, CI, Python, Pycharm, Charles
- Languages : English. Vietnamese

Interests:

- Continuous Improvement: Embrace a growth mindset and commit to lifelong learning. Continuously seek opportunities to improve your skills, expand your knowledge, and adapt to changing industry trends and technologies.
- Volunteering: Dedicate your time to volunteering for causes you're passionate about, whether it's helping the homeless, supporting animal shelters, or participating in environmental cleanup efforts. Volunteering can be deeply rewarding and fulfilling.